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Kathleen Schirtz  
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Attorney Docket No.

A2038-US-NP

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
BEFORE THE HONORABLE BOARD OF PATENT APPEALS AND INTERFERENCES**

In re Application of Vincent P. Vaccarelli, et al.

Group Art Unit: 3627

Application No.: 10/083,263

Examiner: James A. Kramer

Filed: February 25, 2002

Confirmation No.: 4221

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

Mail Stop Appeal Brief - Patents  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**LETTER**

Enclosed herewith is an original Appellants' Reply Brief on Appeal in the above-identified application.

Please charge any fees associated with the filing of the Reply Brief to Xerox Corporation, Deposit Account No. 24-0025.

Respectfully submitted,

Jeannette M. Walder

Jeannette M. Walder

Signature under 37 CFR 1.33 & 34

Registration No. 30,698

Telephone No. 714-565-1700

Date: May 2, 2006

Customer No.: 25453

Rev. 09/2005

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PATENT APPLICATION

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Kathleen Schirtz

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Signature Kathleen Schirtz

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REPLY BRIEF ON APPEAL

Appeal from Group 3627

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Attorney for Appellants

Application No. 10/083,263

I. STATUS OF CLAIMS

Claims 1-9, 19-21 are on appeal.

Claims 1-9, 19-21 are pending.

Claims 1-9, 19-21 are rejected.

Claims 10-18 are canceled.

Application No. 10/083,263

II. GROUND OF REJECTION TO BE REVIEWED ON APPEAL

The following grounds of rejection are presented for review:

Claims 1-9 and 19-21 are rejected under 35 U.S.C. §103(a) as being unpatentable over Sakakibara et al. (U.S. Patent No. 6,564,227) in view of Goldband et al. (U.S. Patent No. 6,44,532).

With respect to Claim 20, the Examiner cited a new ground for rejection in the Examiner's Answer; the Examiner cited U.S. Publication No. 2002/0087882 A1 to Schneier et al.

Application No. 10/083,263

### III. ARGUMENT

This Reply Brief responds only to the new ground for rejection in the Examiner's Answer.

Claim 20 claims the system of claim 1, wherein, the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.

#### 1. Claim 20

- a. Neither Sakakibara nor Goldband teach a system having an analysis module, such that the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.

The Examiner argued that it is old and well known in the art to send "follow-up" queries to customers in order to verify that the work performed was done to the customer's satisfaction. In the Examiner's Answer, the Examiner cited U.S. Publication No. 2002/0087882 A1 to Schneier et al., at page 7, paragraph 96, as providing support for the Examiner's position that "it is old and well known to open a new customer problem responsive to a customer's response that the problem has not been solved." Page 7, paragraph 96 states in part:

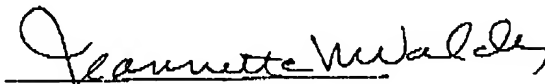
If unresolved issues are discovered or there are problems that occurred due to the solutions provided by the security analyst, customer service can immediately reopen the ticket [emphasis added], route the call to a security engineer, and inform the appropriate SOC manager that the ticket needs immediate handling.

However, no reference has been cited to teach the invention of Claim 20, wherein, "responsive to a response from the customer that the problem has not been solved, opens a new customer problem." Appellants' system, in this embodiment, promotes customer satisfaction by ensuring that all customer problems are resolved to the customer's satisfaction. Opening a new customer problem serves to heighten the seriousness of the customer's problem to identify to the problem solver that the customer's problem has not been resolved to the customer's satisfaction. Opening a new customer problem, instead of reopening the old one, serves to increase the number of customer problems to be solved by the problem solver. Problem solvers with more problems than others are not as effective as solving problems. Reopening an old ticket (even with a call to the manager) does not leave a record of the problem solver's inability to solve problems.

IV. CONCLUSION

For all of the reasons discussed above, it is respectfully submitted that the rejections are in error and that Claims 1-9, 19-21 are in condition for allowance. For all of the above reasons, Appellants respectfully request this Honorable Board to reverse the rejections of Claims 1-9, 19-21.

Respectfully submitted.



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Date: May 2, 2006